

Civil Defence Emergency Management Groups Insurance Council Insurance Emergency Plan

The following information has been designed to be of assistance to all Civil Defence Emergency Management Groups for their disaster recovery planning.

The Insurance Council has in place its Insurance Emergency Plan that will co-ordinate insurers' emergency response procedures.

The Insurance Emergency Plan would be called into operation when there was an emergency event that was likely to overwhelm the resources of:

- CDEM Groups / Local Authority Recovery Management;
- Normal insurers' resources to receive and manage claims.

The role of the Insurance Council during an insurance emergency event is:

1. Assist your organisation with the co-ordination of the recovery;
2. Gather information on the nature and severity of the emergency event and pass this information on to insurers;
3. Provide information to affected policyholders via the media;
4. Facilitate co-ordination between recovery managers and insurers, EQC and insurers.

emergency plan



Your emergency contacts at the Insurance Council are:

Chris Ryan, Chief Executive

Mobile: 0274 441 767 Work: 04-472 5230 chris@icnz.org.nz

John Lucas, Insurance Emergency Co-ordinator

Mobile: 0274 411 283 Home: 04-386 4121 Work: 04-472 5230 john@icnz.org.nz

During an insurance emergency event, what does the Insurance Council aim to do?

- Travel to the affected area as soon as practically possible to survey the situation and meet with CDEM Groups and Recovery Management.
- Liaise with all insurers and EQC.
- Listen to what recovery managers require for recovery operations such as: security and safety issues, securing resources, repair requirements, and the like.

The Insurance Council will have a presence in the affected area for as long as it takes for normal recovery to commence.

The Insurance Council recommends that its representative becomes an integral part of the affected region's recovery management.

The Insurance Council has further information on its website for consumers for emergency planning

www.icnz.org.nz/consumer/emergency/plan.php

emergency plan

